



Nottingham City Council **Greater Nottingham Light Rapid Transit Advisory Committee**

Date: Tuesday, 11 July 2023

Time: 2.00 pm

Place: Ground Floor Committee Room - Loxley House, Station Street, Nottingham,
NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Director for Legal and Governance

Governance Officer: Phil Wye

Direct Dial: 0115 8764637

- 1 Appointment of Chair**
- 2 Appointment of Vice Chair**
- 3 Apologies for Absence**
- 4 Declarations of Interests**
- 5 Minutes** 3 - 8
Minutes of the meeting held on 14 March 2023, for confirmation
- 6 NET Operational Performance and Progress Update** 9 - 16
Report of the Head of Operations, Nottingham Trams
- 7 The Pythian Club**
The Pythian Club will be delivering a presentation on their activities to assist in combating anti-social behaviour on the network.
- 8 Issues Raised by Committee Members and Citizens**
- 9 Work Plan**
For further discussion.

10 Future Meeting Dates

To agree to meet on the following Tuesdays at 2pm:

12 September 2023

12 December 2023

12 March 2024

If you need any advice on declaring an interest in any item on the agenda, please contact the Governance Officer shown above, if possible before the day of the meeting.

Citizens are advised that this meeting may be recorded by members of the public. Any recording or reporting on this meeting should take place in accordance with the Council's policy on recording and reporting on public meetings, which is available at www.nottinghamcity.gov.uk. Individuals intending to record the meeting are asked to notify the Governance Officer shown above in advance.

Nottingham City Council

Greater Nottingham Light Rapid Transit Advisory Committee

Minutes of the meeting held at Loxley House, Station Street, Nottingham on 14 March 2023 from 2.01 pm - 3.19 pm

Membership

Nottingham City Council

- ✓ Councillor Audra Wynter (Chair)
- ✓ Councillor Samuel Gardiner
- ✓ Councillor Rosemary Healy
- ✓ Councillor Adele Williams

Nottinghamshire County Council

- ✓ Councillor John Ogle (Vice-Chair)
- ✓ Councillor Jim Creamer
- ✓ Councillor Eric Kerry
- Councillor Francis Purdue-Horan
- Councillor Gordon Wheeler

NET User Representatives

- ✓ Roger Bacon - Travelwatch East Midlands
- ✓ Ian Bates - East Midlands Chamber of Commerce
- ✓ Justin Donne - Nottingham Federation of Small Businesses
- Helen Hemstock - Risewise
- Chris Roy - Nottingham Trent University
- ✓ Lorraine Salt-Pulford - Nottingham City Disability Involvement Group
- ✓ Jim Thomas – Nottinghamshire Better Transport

Colleagues, partners and others in attendance:

Jo Bentley	- Head of Customer Experience, Nottingham Trams
Andrew Conroy	- Chief Operating Officer, Tramlink Nottingham
Andrew Holdstock	- Senior NET Project Engineer, Nottingham City Council
Phil Wye	- Governance Officer

32 Apologies for Absence

Councillor Gordon Wheeler
Councillor Francis Purdue-Horan

33 Declarations of Interests

None.

34 Minutes

The minutes of the meeting held on 13 December 2022 were confirmed as a correct record and signed by the Chair.

35 Greater Nottingham Light Rapid Transit Advisory Committee Terms of Reference Terms of Reference

Phil Wye, Governance Officer, presented the report on the proposed amendment of the GNLRT Advisory Committee Terms of Reference to remove Pedals from the membership list.

Resolved to note the proposal to amend the Committee's Terms of Reference to remove Pedals from the membership of the Committee.

36 NET Operational Performance and Progress Update

Jo Bentley, Head of Customer Experience, Nottingham Trams, presented the report and highlighted the following:

- (a) in December 2022 and January 2023 reliability and punctuality of the tram service was 95% and 91.5% respectively. There was an increase in footfall and patronage, both in the run up to Christmas, and again following the festive break, with more customers returning to use the tram network;
- (b) heavy traffic and footfall around the City Centre areas caused some delays on the network, particularly with queuing vehicles in the Fletcher Gate area and around the Winter Wonderland event at Old Market Square. In both cases Nottingham Trams worked with event organisers and operators to improve the situation to ensure safe and reliable services for customers;
- (c) prolonged cold weather in December caused problems to service, as an issue with the consistency of screen wash was identified resulting in some components freezing, causing minor damage to pumps and piping, and in addition to this, due to the slippery track conditions, trams were using substantially more sand than usual;
- (d) there was a slight increase in the number of road traffic collisions in December, particularly in the Radford Road and Lace Market areas, including a collision with a taxi at lace Market that attempted to overtake a tram. Work has been carried out at the Fletcher Gate carpark to improve entry and exit signage and new traffic calming measures are planned for install at Asda at Hyson Green;
- (e) on Wednesday 25th January, a pedestrian was involved in a collision at Nottingham Station. They were immediately attended to by NET staff and an off-duty nurse. An out of service tram was used to transport the person directly to the QMC, where medical staff were waiting. There has been close liaison with relatives of the injured person and all the information that they have requested has been provided;
- (f) following the report of the introduction of car park enforcement at The Forest Park and Ride site, there has been a marked reduction in the number of cars abusing the site for parking. The patrols have also contributed to the wider security of the network throughout the period, deterring joy riding and fly tipping;

- (g) Anti Social Behaviour remains above pre-Covid levels with assaults on staff, criminal damage and disruptive passengers being key areas of focus. During January, a number of NET staff members delivered presentations to young people from local schools, highlighting the importance of using trams in a safe manner and also focussing on anti-social behaviour. The project is called "You vs Tram" and is being run with the support of the Pythian Club, a local outreach charity organisation.

The following points were made during the discussion which followed:

- (h) a WhatsApp and text number will be advertised which can be used to report Anti-Social Behaviour discreetly to the control room, who will be able to inform the police. There are also help points at every tram stop with CCTV, and these can be used by anyone;
- (i) the NET website has been updated with more information and videos on how to best use the tram, to which users can be directed if needed;
- (j) the Quality Health, Safety and Environment (QHSE) department have made investigations of the safety at Nottingham Station and the Office of Rail and Road (ORR) have also investigated and confirmed that they are happy with the layout there. It was suggested that signs could be attached to trams warning drivers not to attempt to overtake them.

Resolved to note the report

37 Tramlink Update - Results of 2023 NET Customer Surveys

Andrew Conroy, Chief Operating Officer, Tramlink Nottingham, delivered a presentation on the results of a survey undertaken to understand customer needs and attitudes to travel for different occasions, user experience, brand perceptions and how to increase tram usage over the coming months and years. The following information was highlighted:

- (a) the research method included 12 accompanied trips with 4 non users, 3 lapsed users and 5 current users of the tram, plus 3 focus groups with 6 students, 6 full time workers with young families and 6 full time workers with older families;
- (b) a 10-minute online survey of 600 people from areas that have traditionally seen commuting into Nottingham city centre provided statistically reliable data. The sample included lapsed users, reduced users and non tram users, representative in terms of gender, age and ethnicity;
- (c) the pandemic has led to greater levels of hybrid working, impacting travel behaviour and leading to a move away from public transport and towards personal vehicles. NET can increase tram use with a flexible offer that understands the new normal, which will also help to improve brand perception, trust and affinity;
- (d) value is increasingly important for travellers who are acutely aware of the increased cost of living, with a number looking to change their travel habits to

save money. Commuters think a tram ticket is more expensive than the bus, however they value the good experience of the tram. NET need to communicate the superior experience of the tram and that it doesn't cost more than the bus;

- (e) NET is looking at a number of products to improve value for money such as Pay as you Go cards, virtual mobile wallets and carnet type tickets. Tram fares are set to increase in April, which is necessary due to increased operational and energy costs;
- (f) tackling the ease and convenience of the car is key for converting non-users. Drivers don't consider the cost of petrol and parking, and the inconvenience of traffic is outweighed by the comfort of the car. NET can encourage use amongst car users by highlighting the financial and social benefits of the tram.

The following points were made during the discussion which followed:

- (g) signage to the Clifton park and ride site from the A453 could be improved as it is currently not clear;
- (h) Anti-Social Behaviour incidents on trams have put some people off travelling. In reality these incidents are rare but get reported on social media. Improved visibility of staff would make a difference to people's feeling of safety.

38 Update on Response to Complaint by Member of the Public reported to Committee on 13th December 2022

Andy Holdstock, NET Project, Nottingham City Council, confirmed that no further complaints had been received since the previous meeting.

Jo Bentley, Head of Customer Experience, Nottingham Trams, presented the report and highlighted the following:

- (a) at the meeting of the Committee held in December 2022, it was requested that Nottingham Trams undertake a visit to the property of the member of the public who wrote to the Committee complaining about noise and vibration at their property, caused by trams passing over points, and that further investigations are carried out;
- (b) Nottingham Trams do not consider that there is any direct evidence to demonstrate that tram operations have caused damage to the property. However, following discussions with the resident, it has been agreed that a temporary speed restriction of 40 kph is introduced for all trams crossing the points;
- (c) the resident has stated that he is pleased that the visit took place and is satisfied that the temporary speed restriction is introduced as a trial. Nottingham Trams intend to contact the resident again, within the next few weeks, to assess the impact of the trial.

Committee Members thanked Nottingham Trams for their investigation and the positive outcome.

39 Work Plan

A suggestion was made for an item on Anti-Social Behaviour at the next meeting, along with a presentation by the Pythian Club on their work to tackle this among young people.

A suggestion was also made for an annual report on accessibility.

40 Future Meeting Dates

The proposed meeting dates for the 2023-24 municipal year were noted.

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NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE

1. SUMMARY OF ISSUES

- 1.1 This report updates the Committee on the performance and progress of NET from the beginning of February 2023 to the end of May 2023.

2. RECOMMENDATION

- 2.1 It is RECOMMENDED that the Committee notes the report.

3. OPERATIONAL PERFORMANCE

- 3.1 The reliability and punctuality of the tram service during this four-month period were 95.4% and 93.8% respectively. Performance during the period was predominately affected by two significant events:

Overhead Line Incident, Wilford

- 3.2 On Saturday 25th February, shortly after 9.30am, a southbound tram at Lace Market reported to NET Control that a northbound tram appeared to be arcing / sparking from the pantograph. On departure from Old Market Square, NET Control observed the pantograph snagging on the overhead line and asked the driver to stop immediately, whilst technicians were dispatched to the tram. A short while afterwards, a further tram was reported at Nottingham Station to have a similar issue. As it was unclear at this stage what was causing the damage, all services were suspended, until the cause could be identified. By 11am all trams had been checked and an overhead line issue was identified on the Clifton line near to Wilford as shown below:



- 3.3 It was established that four trams had a damaged pantograph and would need recovering from Old Market Square, Nottingham Station, Compton Acres and Wilford.



- 3.4 With the problem identified, services resumed between Hucknall / Phoenix Park and Royal Centre on the north, and Toton Lane and NG2 on the south. It was not possible to operate any trams on the Clifton line due to the damaged overhead line and failed trams. Teams were mobilised to carry out the tram-to-tram recoveries required with additional operations staff being drafted in to support the rescue effort. It was shortly before 9pm, when two of the failed trams had been rescued and overhead line checks completed, that trams could safely resume services across the Hucknall to Toton Line. All trams were recovered by approximately 3am on Sunday morning, allowing a normal service to resume on the Sunday. These issues resulted in a significant disruption over the day for customers and staff trying to facilitate services safely. Unfortunately, the damaged trams had an impact on tram availability for the remainder of the month and continued to impact into March. The incident timeline and operational steps were reviewed to identify any improvements or changes that could be made for the future.

Water Main Fracture, Central College

- 3.5 On 7th March, tram services were significantly impacted by a fractured water main, caused by construction works adjacent to the tramway at Central College, Chilwell. Due to the vast amount of water being ejected from the damaged water main, this caused extensive flooding of NET infrastructure, fully submerging the tracks in some parts of the network.



- 3.6 As a result of this incident, trams had to initially turn back at Beeston, with Cator Lane substation having to be put into bypass, together with an emergency isolation of the overhead line at the request of the Fire Brigade. Trams were then forced to terminate at University of Nottingham and use the University Boulevard crossover to return northbound. The Clifton Line was unaffected.
- 3.7 Due to the rapid nature of the flooding, six trams were stranded in the affected section of line. Two of the trams were able to be recovered with the assistance of the police but the remaining four were left in situ until power to the overhead line could be restored. In addition to cross-ticket acceptance with NCT and EMR, a replacement bus service was put into operation between Toton Lane and University Boulevard.

- 3.8 The flooding was eventually stemmed by the manufacture and fitting of a specially made collar which was installed over the damaged area of the water main on the 9th March, following which, the track, overhead line, and other electrical systems, were thoroughly tested before being handed back for passenger service, once water levels had subsided. A temporary speed restriction of 30kph was put in place to manage tram movements affecting the track bed. Further long-term rectification works are being reviewed to repair damage to drainage systems.

Other Matters

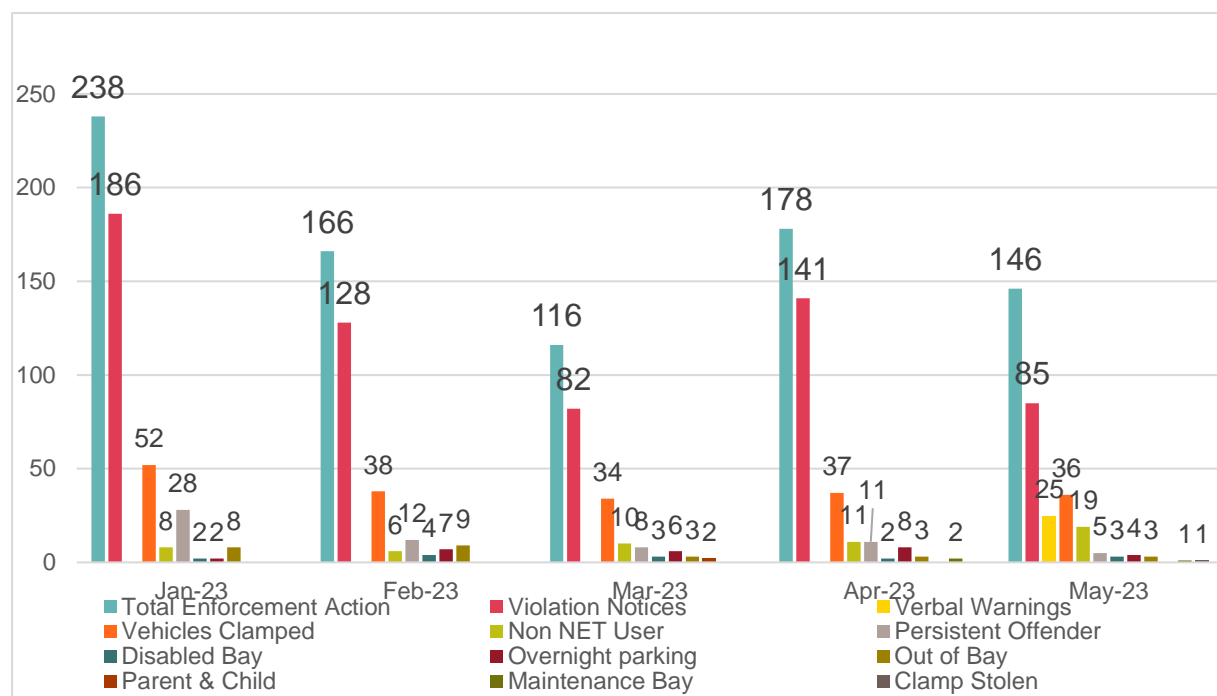
- 3.9 On Wednesday 22nd February, a member of the public attempted to board a tram at Beeston Centre just as the doors were closing. The individual pushed their walking stick into the closing door and it became trapped in the doors. The passenger held onto it as the tram departed, resulting in a fall and injuries that required hospital treatment. NET would remind everyone to not place any object into closing doors. Trams operate every few minutes during the daytime and it's usually just a short wait for the next tram.
- 3.10 Working with ASDA, NET has installed new signage and traffic calming measures, alongside the refreshing of white lines, at both exits from the supermarket onto Radford Road. This followed several minor road traffic collisions, and emergency braking applications in the area. Since installation, no further road traffic collisions have been reported.



- 3.11 During the period, a number of collisions occurred involving other road vehicles that failed to stop for red traffic lights. These collisions occurred at different places on the network causing damage to trams and delays to the tram network and other road users. NET reminds all drivers to obey traffic signals and be aware of their surroundings whilst driving, particularly on the tramway.

4. PARKING ENFORCEMENT

4.1 Parking enforcement patrols at The Forest Park and Ride have continued, with the number of parking violations generally reducing over the year so far, as can be seen below:



4.2 Figures over the last few months demonstrate a consistent approach to people using the car park facilities. With over a 1000 cars using this site every day, the number of vehicles being clamped has reduced from last year, making facilities available to tram customers. Vehicles being clamped is affecting less than 0.1% of people using the facility.

4.3 The parking enforcement team continues to add to the wider security and customer support on the network. In May, staff were able to assist a member of the public who started to have a fit get medical attention and a stolen vehicle that crashed into other cars was immediately reported to the police, enabling them to respond swiftly to the incident.

4.4 The next step in this process is to roll out parking enforcement in a structured way across all NET park and ride sites, with the aim of ensuring facilities are safely available for NET Tram users and other transport connections as agreed. Customer communications will roll-out in due course, alerting people to these changes.

5. TICKETING

- 5.1 For His Majesty King Charles III's Coronation NET produced a limited-edition ticket as part of the celebrations.



6. ANTI-SOCIAL BEHAVIOUR UPDATE

- 6.1 Whilst levels of anti-social behaviour and criminal damage are somewhat lower than the same period last year, these issues remain a concern on the network, and damage to tram stop equipment, and occasionally aggressive behaviour towards employees, continues to be experienced. In addition to this there have been reports of anti-social driving activity from local residents living near to the Toton Lane park and ride site.
- 6.2 During the May half term week, revenue protection operations and security patrols were increased, with the support of the police and local community group, the Pythian Club. Other NET employees have carried out high visibility patrols across the system. As a result, several activities have been prevented, including 'car meets' at Phoenix Park and Toton Lane park and ride sites and the actions of groups of teenagers have been disrupted.
- 6.3 NET continues to support and attend the monthly transport hub meetings, which bring together Nottinghamshire Police, British Transport Police, Community Policing, city centre management, universities, and other transport operators. The forum is used to share data and intelligence on anti-social behaviour trends across the city.

7. PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT

- 7.1 A second tram has now been wrapped in new 'A-Z of Consent' decals, highlighting the Consent Coalition's aim of raising awareness of this important societal issue. This tram has now been officially launched into service after an unveiling ceremony on 12th May.



- 7.2 NET has continued to attend "You versus Tram" school visits, supporting the Pythian Club team in highlighting the importance of using trams in a safe manner and focussing on anti-social behaviour; their Outreach Team have also been active across the network in the Bulwell and Clifton Areas.



- 7.3 On 19th May, NET welcomed the Breakin' Convention dancers to the NET Depot, creating a promotional video story around a journey on the tram to the Royal Concert Hall, where the event was held.



- 7.4 During the period NET has welcomed the “Mini-Police” project to the Depot, supporting young people to learn about the tramway and how to use it safely. So far, several hundred children have been involved in this project.

Trevor Stocker, Head of Operations, Nottingham Trams